

NVLAP Assessor Training

Evaluating Assessor Performance

Why NVLAP Evaluates?

ISO/IEC 17011 - 6.3 Monitoring

6.3.1 The accreditation body shall ensure the satisfactory performance of the assessment and the accreditation decision-making process by establishing procedures for monitoring the performance and competence of the personnel involved. In particular, the accreditation body shall review the performance and competence of its personnel in order to identify training needs.

6.3.2 The accreditation body shall conduct monitoring (e.g. by on-site observations, or by using other techniques such as review of assessment reports, feedback from CABs and peer monitoring of assessors) to evaluate an assessor's performance and to recommend appropriate follow-up actions to improve performance. Each assessor shall be observed on-site regularly, normally every three years, unless there is sufficient supporting evidence that the assessor is continuing to perform competently.

Feedback Mechanisms

- Evaluation of On-Site Report form
- Use of correct assessment forms
- Quality of information reported
 - Appropriate comments and detail in report documents
 - Checklist with objective evidence reviewed
- Legible Report
- Nonconformities

Feedback Mechanisms

Lead and Technical Assessors

- Assessor Performance Evaluation Form

Technical Experts

- TE Monitoring Form

Feedback Mechanisms

- Assessor Questionnaire form
- Forms are sent out monthly to any laboratory for whom a report has been submitted within that month.

National Voluntary Laboratory Accreditation Program

